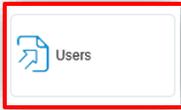


Resetting a Password for a Locked Out User

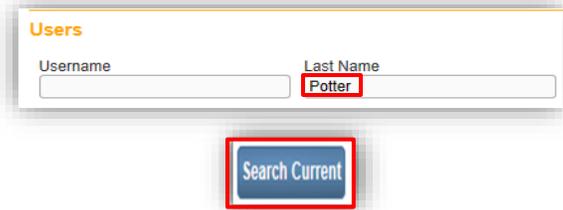
Note: Follow these steps to unlock a user's account when the user has forgotten their password, their password has expired and/or they have exceeded the limit of five unsuccessful login attempts.

1 From the Home screen, click the **Users** fast link.



2 Enter the Username or Last Name.

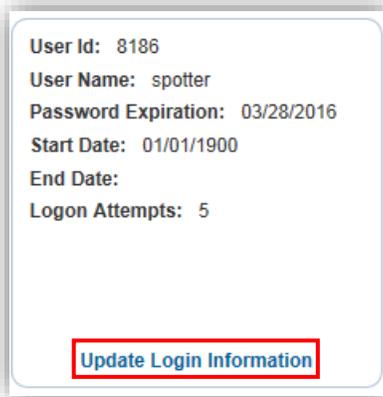
Then click the Search Current button.



3 Click the **user name** link in the User Name field in the search results to display the User Summary.

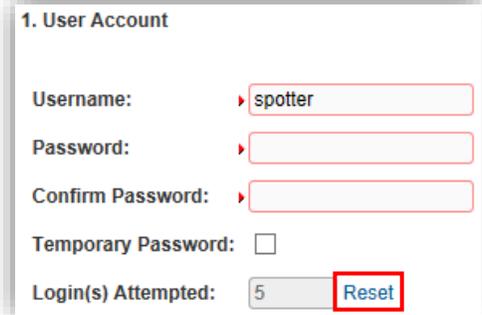


4 Click the **Update Login Information** link on the User Summary.



User Id: 8186
User Name: spotter
Password Expiration: 03/28/2016
Start Date: 01/01/1900
End Date:
Logon Attempts: 5

5 Click the **Reset** link to clear failed login attempts.



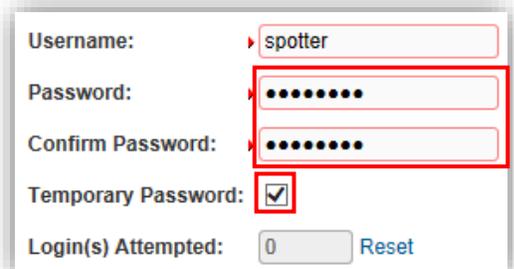
1. User Account

Username: spotter
Password:
Confirm Password:
Temporary Password:
Login(s) Attempted: 5 **Reset**

Note: The **Password** fields will always appear to be blank even when a currently active password is in use. This is a security feature.

6 The **Login(s) Attempted** field is reset to 0.
Reset the password.

- Enter a generic password in the **Password** field.
 - Passwords must be 12 characters in length.
 - Passwords should contain upper and lower case letters and one of the following characters @ * . , # ! &
- Enter the same password in the **Confirm Password** field.
- Select the **Temporary Password** checkbox.



Username: spotter
Password:
Confirm Password:
Temporary Password:
Login(s) Attempted: 0 **Reset**

7

Click the **Finish** button to reset the password and restore user access.



Finish

8

Notify the user that their password has been reset, and provide the user with their temporary password. Explain the following regarding passwords:

- The user will be prompted to create their own (new) password when they login.
- The new password must be 12 characters in length.
- The new password should contain upper and lower case letters, numbers and one of the following characters @ * . , # ! &
- The new password will be valid for sixty days.